

## MiScorecard Performance Summary

Business Unit: State Police  
 Executive/Director Name: Col. Kriste Kibbey Etue  
 Reporting Period: Jan 2013  
 Date Approved: 2/14/2013

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
MSP-C7	Number of citizens attending public safety programs provided by the MSP	Yellow		3000	2500	3316	Annually	Number of citizens attending public safety programs provided by the MSP (Appropriations, Section 302(3))
MSP-C8	Dedicated Patrols in Distressed Cities	Green		23374	23374		FY Annually	Total number of hours on dedicated patrol in distressed cities. (FY11: Flint 8451, Saginaw 7068, Pontiac 7628.5)
MSP-C1	Percent of criminal cases cleared	Green		56%	53%	56%	Annually	The percentage/rate of criminal incidents cleared by arrest or exceptional means. Clearance rates are figured by a hierarchy of incidents (most serious crime within incident). (Appropriations, Section 402(3))
MSP-C2	Number of commercial vehicles inspected annually	Green		53000	49940	75358	Annually (FY)	# of commercial vehicles inspected annually. (Appropriations, Section 401(4)).
MSP-C4	Request for MSP services via the Michigan Intelligence Operations Center (MIOC)	Green		50	217	218	Monthly	# of requests for MSP services coming into the MIOC per month.
MSP-C5	Average number of days for processing forensic tests related to criminal investigations	Green		55	49	60	Monthly	# days for processing forensic testing results aiding in criminal investigations (Appropriations, Section 301(2))
<b>Financial</b>								
MSP-F2	Procurement card usage	Green		60%	65.40%	56.67%	Annually (FY)	Increase the percentage of payments made on a procurement card versus via direct voucher
<b>Internal Business Process</b>								
MSP-C6	Number of forensic lab reports pending over 30 days	Red		300	8491	8497	Monthly	# of reports in backlog (within last 30 days)
MSP-P2	Percent of fingerprint submissions received electronically by MSP	Green		97.0	97.5	97.0	Annually (FY)	% of electronic submissions of fingerprint information from local law enforcement agencies (Appropriations, Section 305(3))
MSP-P3	Percent of MSP worksites inspected each year	Green	=	100	100	100	FY Annually	100% of worksites inspected each year. (Appropriations, Section 226)
MSP-P4	Mobile (In-Car) Radios Exceeding Lifecycle	Red		57.5	79.0	78.8	Quarterly	Percent of Mobile (In-Car) Radios in use older than their 10 year lifecycle
MSP-P5	Portable Radios Exceeding Lifecycle	Yellow		43	48	52.6	Quarterly	Percent of Portable Radios in use older than their 8 year lifecycle
MSP-P6	Tobacco Tax Enforcement Hours	Green	=	8320	8320		FY Annually	Number of hours dedicated to Tobacco Tax Enforcement. (Appropriations, Section 402(5))
<b>Learning and Growth</b>								
MSP-O1	"Mobile Office" capabilities in patrol vehicles	Green		99%	97%	89%	Annually (FY)	Percentage of patrol vehicles equipped to function as a "Mobile Office".
MSP-O2	Distribute training funds to 9-1-1 Centers (PSAPs)	Green		99%	92%	89%	Annually (FY)	Percentage of funds distributed and used by PSAP's
MSP-O3	Percentage of counties with trained child passenger safety technicians.	Green		100%	96%	92%	Annually (FY)	% of counties in Michigan with trained child passenger safety technicians. (Appropriations, Section 504(2))
MSP-O4	MCOLES licensing exam passing rate	Green		98%	99%	99.11%	Annually (FY)	Percent of academy graduates who successfully pass the MCOLES licensing exam. (Appropriations, Section 303(3))
MSP-O5	Public Safety partners trained and educated by the MSP	Yellow		10000	7683	12338	Annually	Number of law enforcement employees and other public safety partners trained or educated by the MSP. (Appropriations, Section 302(2))
MSP-O6	Percentage of Employee Engagement Survey Respondents reported as Champions	Green	=	60	55		Twice a Year	Based on survey of Employee Engagement Index questions and the question -I intend to stay with the State of Michigan for at least another 12 months. These individuals strongly identify with organizational objectives, have a high level of loyalty, and high level of willingness to cooperate and motivate colleagues.